ABSTRACT

A system and method for delivering support tools to a computer user's machine, without requiring the user to directly download, install and/or execute the tools. A user

5   in need of support contacts support and in response receives a URL corresponding to a manifest, which is a data file identifying support tools that a user's machine is to run to collect data for analysis. Via HTTP, a control mechanism on the user's machine interprets the manifest, automatically

10 handling downloading and installation of any needed tool, and executes the tools on the machine with appropriate parameters that are present in the manifest. Data is collected, packaged and returned to a support entity, where it is analyzed such that a support solution may be returned to the user. The

15 system and method provide efficient and consistent support to computer users, helping both support personnel while giving computer users a very straightforward support experience.